

# Let's Work Together to Keep Your Lights On and Natural Gas Flowing

The United Illuminating Company (UI), The Southern Connecticut Gas Company (SCG) and Connecticut Natural Gas Corporation (CNG) can assist customers with their winter bills. Each year, we encourage qualifying customers to apply for hardship status and energy assistance.

## What are hardship status and energy assistance?

- Hardship status means a customer is eligible to apply for energy assistance.
- Energy assistance is when state funds are provided to customers who qualify under the state income guidelines and meet program qualifications. It's called the Matching Payment Plan.

## How do I apply?

- To apply for hardship status, please call a representative at one of the numbers listed below and provide the documentation. Once your hardship status has been verified, your account will be marked as hardship and you will be protected under the winter protection plan from **November 1 to May 1**. Successful Matching Payment Plan customers are automatically eligible to participate in the program from **May 2 to October 31**.
- To apply for the Matching Payment Plan, please make an appointment to visit your Community Action Agency and bring the documentation required. The Community Action Agencies are listed on the back page of this brochure.



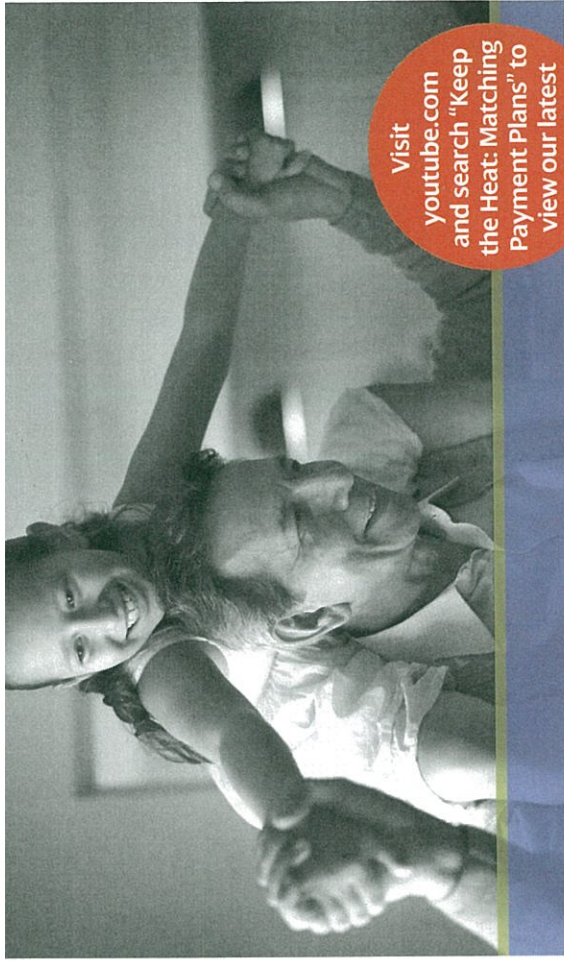
**800.722.5584**



**866.659.4140**



**860.524.8361**  
HARTFORD  
**203.869.6900**  
GREENWICH



Visit [youtube.com](https://www.youtube.com) and search "Keep the Heat: Matching Payment Plans" to view our latest video!

## How the Matching Payment Plan works

Between **November 1 and May 1**, if you qualify, here's how you can benefit:

**\$1,125** Projected total budget based on prior 12 months\*  
**- \$ 285** Energy assistance award

**\$ 840/12 month equals a \$70 monthly payment**

**PLEASE NOTE: customer payments are matched up to a zero balance, but cannot result in a credit.**

*\* Budget will vary based on customer usage*

## IMPORTANT

Please remember that Matching Payment Plans offered by UI, SCG and CNG are only available if you qualify for hardship status and apply for and receive energy assistance.

## What do I need to bring in for energy assistance?

Gather all of the following information and bring it when you apply for energy assistance at your local Community Action Agency:

- Proof of income, such as:
  - State budget sheet
  - Unemployment printout
  - Social Security benefit statement
  - Employment pay stub (four if weekly, two if biweekly)
  - Current bank statement
- Birth certificates for all members of your household
- Picture ID
- Section 8 lease (if any)
- Gas and/or electric utility bills
- Recent rent receipt
- Landlord information including name, address and phone number
- Social Security cards for all members of your household